Steps to Register for Your UMP PPO Online Account

Information you will need to register:

- Your UMP PPO I.D. card number (the number beginning with a "W").
- The subscriber's social security number. *This is needed for the initial registration only, to verify your identity.*
- An e-mail address (optional).
- Group Security Code (see below).

To register:

- Go to the UMP Web site at **www.ump.hca.wa.gov**
- Under Uniform Medical Plan, select "For Enrollees."
- Select "My Medical Account."
- Select "Register Now."
- Enter your **Group Security Code**. Select "Submit."
- Enter requested information; select "Submit."
- Please read the user agreement. Select "I agree" (twice) to proceed.
- You will be asked to create and verify a user I.D. and password; select "Submit." This may take a few minutes.
- You should now see a page congratulating you on successfully registering. **Important:** This is the only time your user I.D. and password will be displayed; make sure you record them.
- Select "Continue" to start using your online account.

If you have any problems registering, please call UMP PPO Customer Service at 1-800-762-6004.

Look What You Can Do on the UMP Web Site!

www.ump.hca.wa.gov

- Access your personal online account
- Check if a claim has been paid
- Check medical/surgical deductible
- Order prescription drug refills

  ...and a whole lot more!

Uniform Medical Plan
Your health. Your plan. Your choice.

HCA 54-823 (11/04)

The Uniform Medical Plan (UMP) Web site is better than ever!

- More user-friendly—direct links from enrollee home page to frequently visited areas.

- **Your own online account** with secure access to your medical claims as soon as they're processed.

- **Secure e-mail** to Customer Service through your online account.

- Certificates of coverage that are searchable *without* downloading the entire document.

- A link to the University of Washington's "Health Links" site, allowing you to research specific health-related issues.

- Easier-to-use **online provider directory***

- **Preferred drug list**—You can check if a drug is on UMP's Preferred Drug List, if there is an over-the-counter equivalent, quantity limitation, preauthorization requirement, or suggested or preferred alternatives.

- Link to Express Scripts' Web site, where you can order refills on mail-order prescriptions.

- Recommended guidelines for **preventive care services** tailored to you.

* You must enable "cookies" in your browser to use this feature. This does not store any information about you, it just keeps track of your search request while you are visiting the site.
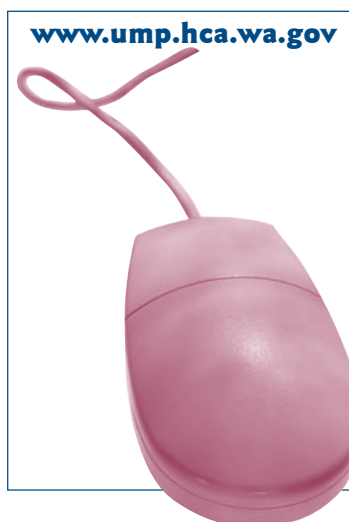
UMP PPO's Online Account Access

Why Should I Use My UMP PPO Online Account?

- **Convenience**—Check the status of your paid medical claims and your medical/surgical deductible without making a phone call. Medical claims information is available online 24 hours a day, 7 days a week.

- **Security**—Your personal information is protected by sophisticated encryption technology and a user I.D. and password you create. In addition, you have access to secure e-mail so you can safely send e-mails containing confidential information directly to Customer Service.

- **Easy to use**—It takes five minutes to register! See "Steps to Register for Your UMP PPO Online Account" in this brochure.

How Do I Sign On?

- For your first time, see "Steps to Register for Your UMP PPO Online Account" in this brochure.

www.ump.hca.wa.gov

- After your first time, all you'll need is the **user I.D. and password** you created when you first registered.

What Kind of Information Can I Access?

- Medical claims processed by UMP since October 2001. Claims information is updated daily. You'll be able to see if a particular claim has been paid, and how it was paid.

- How much you've paid toward your annual medical/surgical deductible.

If a claim doesn't appear, it probably hasn't been paid yet. Network providers will submit your claims for you. If you see a non-network provider, you may need to submit the claim yourself.

Is There Anything Else I Should Know?

- Each subscriber, spouse, and child age 13 and older must register separately.

- Covered family members ages 13 and older must give specific permission for you or anyone else to view their private medical information.

- The subscriber's social security number is used only when you first register, to confirm your identity. After that, you will need only the user I.D. and password you created. Please be assured that all your confidential information is protected by state-of-the-art encryption software.

- If you have any problems or questions, please call 1-800-762-6004 or send an e-mail through the UMP Web site.

See the UMP Web site for browser requirements.